

Questions and Answers

1. How long will it take to complete the fiber expansion plan?

The Contract was signed on October 28, 2020 and it states that the plan shall be completed on or before 180 days from the date of the signed contract. Therefore, the plan will be complete by April 26, 2021.

2. What will be the next step after the completion of the fiber expansion plan?

After the completion of the fiber expansion plan, the County will execute an agreement with a service provider, and initiate the construction process.

3. What is the status of the Virginia Telecommunications Initiative (VATI) grant application submitted to the Virginia Department of Housing and Community Development in the Spring of this year?

In the Spring of this year the County was approached by Cox with a plan to expand their service using VATI funds that only counties can apply for. The Plan included expanding their service to approximately 750 properties within the County. The VATI grant award announcement is anticipated to take place near the end of November or early December. If New Kent is awarded the VATI grant, the Board of Supervisors have several options to consider: 1) accept the grant and work with Cox to build out service to 750 homes; 2) request that the State allows the County to accept the grant with a different service provider such as RiverStreet, or 3) do not accept the grant, and continue to work with RiverStreet on the comprehensive plan to provide service to all residences.

4. Which areas of the County will be the first to receive broadband service, and how long will it take?

The plan that RiverStreet is working on will include a phasing schedule based on need and focusing on unserved areas as a priority. We won't know which areas will receive service first until the design plan is complete. The Board's goal is to move quickly to the construction phase as soon as the design is complete.

5. How long will it take for the entire County to have access to Broadband?

It is the goal of the County to make service available to all residents within 4 years, and to start providing service by the end of 2021.

6. How much will it cost and will taxes be increased to pay for construction?

The Fiber Optic expansion plan currently being developed, will provide the County with a cost estimate for the construction and provision of service to the entire County.

7. Will the County establish a Broadband Authority, or have ownership in the system?

The establishment of an Authority is an option that the County is considering as we work through the structure of our partnership with RiverStreet Networks.

8. Who will be the Internet Service Provider (ISP)?

RiverStreet Networks has expressed an interest in being the County's Internet Service Provider and we look forward to continued discussions to see if we can form an agreement that benefits the residents of this community.

9. How much will monthly rates and packages cost? Will service be affordable?

RiverStreet Networks provides various levels of service and options. There are phone, internet, television, and security services available, which can be bundled or purchased individually. Service prices are listed on RiverStreet's homepage and appear to be reasonably priced compared to other service providers.

10. What internet speeds will be provided to customers?

There are different levels of service that would be offered through RiverStreet Networks, who has the ability to provide up to 1 gigabyte of service to a residence.